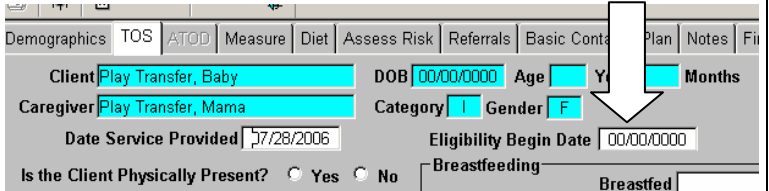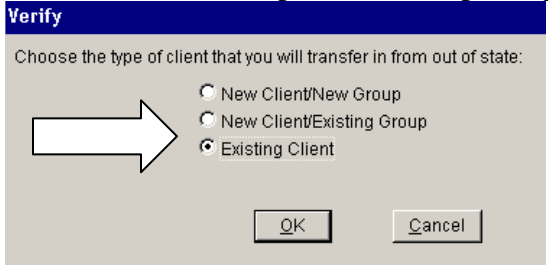| Question	Answer
Incorrect "Eligibility Begin Date" Entered for Out-of-State Transfer When transferring a client into my clinic from out-of-state, I entered the wrong date in the "Eligibility Begin Date", but didn't realize it until after I finished. How can I correct this date?	It's good that you caught the problem. If the "Eligibility Begin Date" is wrong, KWIC will calculate an incorrect Eligibility End Date. Then the client may be allowed either too few or too many months of checks.

The "Eligibility Begin Date" should be obtained from the transfer papers that the client brings from the other state. This is the same as the Certification Date. Refer to CRT 10.03.00 WIC Out-of-State Transfer Card Acceptance.

Now, to answer your question – how to correct this problem if you've already finished the wizard.

1. Terminate the client. Use a reason of "Other" and the "Terminate Without Letter" option. (Of course this is one of the very few times you use "Terminate Without Letter.")
2. Start over with "Transfer from Out-of-State". Because you have already entered this client into the system once, use "Existing Client" or there will be an issue with potential dual participation.

3. Enter the correct "Eligibility Begin Date" and any other fields that you completed before.
4. Enter a note that briefly explains the problem,

Question	Answer
	what the "other" reason was for termination and why the termination was done without a letter. 5. Finish the wizard.

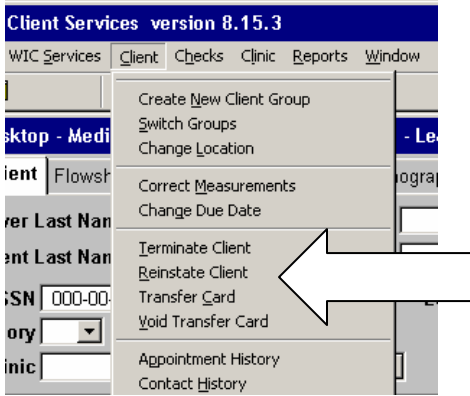| Question	Answer
Reinstate Client How does a WIC clinic take a terminated client and make the client active again?	Is the client within their current eligibility period? (Hint: current date is before the client's Eligibility End Date.) If **no**, you must recertify the client. If **yes**, ask questions such as "Have you been getting WIC services elsewhere?" If they have been elsewhere in Kansas, you would use "Transfer From In State". In many cases you simply use "Reinstate Client" found in the Client drop down menu. Here are a few examples when you might use this feature: • Oops! The wrong client was terminated. • A parent asked to be removed from WIC and now has had a change of mind. • A client was suspended for one month due to program abuse. The suspension time is up and the client would like to continue services now. • A client asked for a Transfer Card to move out of state, then didn't go after all. In this case, you would first use "Void Transfer Card", then use "Reinstate Client". The "Reinstate Client" window tells you the most recent check end use date so you easily know if more checks are due. After the client is active again, use "Follow-Up" to

Question	Answer
	make a note briefly explaining why this terminated client is now active.